



Neighborhood**Toolbox**

Visit springfieldmo.gov | Public Information: 864-1010 | Online service request: www.springfieldmo.gov/request

The Neighborhood Toolbox provides you with everything you need to know to keep your neighborhood clean, safe and friendly.

We are committed to helping the citizens of Springfield and want to provide a safe and enjoyable place for all to live. We can only do this with your help. Citizens help City departments enforce ordinances and address problems within their community. This brochure provides information on a number of resources to deal with those concerns. For general information about the City of Springfield, call the Department of Public Information at 864-1010. You may report problems to the specific

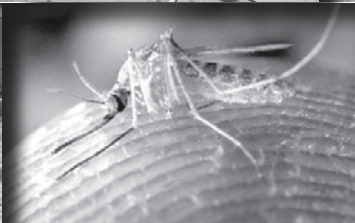
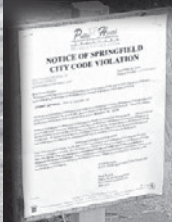
department or call the Citizen's Service Assistance Office at 864-1011. For an emergency or crime in progress, call 911. To file an online service request through the City of Springfield Web site, go to springfieldmo.gov/request.



Your resource for key contacts in Springfield:

(General Public Information: 864-1010)

Animal Control.....	864-1126	Inoperable Vehicles	864-1011	Service Request	864-1011
Brush and Weeds	864-1011	Insects	864-1666	Sidewalks	864-1961
Building Permits	864-1056	Neighborhood Watch ...	874-2113	Streets	864-1965
Dangerous Building	864-1068	NeighborWoods.....	864-1136	Trash.....	864-1011
Front Yard Parking.....	911	Noise	864-1810	Trees	864-1136
Garage Sales	864-1617	Recycling.....	864-1904	Zoning	864-1056



SERVICE REQUEST SUMMARY FORM

CASE NO: Respecting Deal Responsible Deal Status Date reported Date closed Excellent
 SVC2004- Public Information: HLTH REC 10/11/2004 00/00/0000 0

Req. Type: OTHER

Service Information

Site Address: _____
 Occupant: _____ Owner: _____ Requester: _____

ADDRESS DESCRIPTION: _____
 ADDL PROPERTY INFO: _____
 SITUATION: Caller reports this . . .

Zone Information

Neighborhood Assoc _____ Health Zone _____ Census Tract _____ Council Zone _____ Inspector _____
 (Name) ? ? ? ? ?

Activity Information

Action Description user user date start date due date done date Notes
 Complaint Received TMOO 10/11/2004 10/11/2004
 Repair - Health TMOO 10/11/2004 10/11/2004

Caller Information

Name Address Phone1 Phone2 Notes
 ANON SPRINGFIELD MO



Animal Control

833-3592



There can be no more than four cats for each adult person in a household, and no more than four adult dogs for the entire household. A licensed veterinarian must vaccinate all dogs and cats over 3 months old. Proof of vaccination is required. It is unlawful to allow dogs to run loose; they must be kept in an enclosed area or on a leash. To report a barking dog during the day contact Animal Control; if the dog is barking at night, contact the Police Department. To report a problem to animal control, call 833-3592. Animals can be reclaimed at the Animal Shelter from 8:30 to 9:30 a.m., 12 to 1 p.m., and 4 to 5

p.m. Monday through Friday. Saturday and Sunday hours are 8:30 to 9:30 a.m. and 3:30 to 4:30 p.m. Call 833-3592.

Notes:



The growth of weeds, brush or other rank vegetation in excess of 12 inches in height is declared to be a public nuisance according to Sec. 74-403 of the City Code. You may report violations to the Health Department at 864-1011. If the violation is not corrected

at the end of the notice the owner can be issued a summons to Municipal Court and the property mowed by the City with a tax lien placed upon it.

Notes:

Building Permits

864-1056



Building Permits are generally required for all construction with certain exceptions. It is best to inquire before beginning construction. Applicants seeking a permit will need to supply specific information. The cost of a permit is based on square footage; the

minimum cost is \$100. For more information call 864-1056, or to download the application online, you may access the City's Web site at springfieldmo.gov/egov/bds

Notes:

Dangerous Buildings

864-1068



A structure can be posted as a Dangerous, Blighted or Nuisance structure on any one of 13 situations that may exist. Once posted, the owner is informed of the violation(s) and provided an opportunity to correct the problems. If the owner does not comply, the city then has the authority to correct the violations. Any cost expended by the City to correct these violations becomes both a lien on the property and a personal debt on

the owner. A building does not have to be “dangerous” in the sense of being ready to fall down and injure someone; it can be as simple as being vacant and open, having inadequate means of getting out, or those built or used in violation of the building or zoning codes of the City of Springfield. To report a dangerous, blighted or nuisance building, you may call 864-1068.

Notes:

Front Yard Parking

864-1011



a corner lot and faces two streets, then both sides are considered a front yard. The ticket will be issued to the registered owner of the vehicle and it will be a \$25

The Springfield Neighborhoods Plan identifies front-yard parking as one of a number of recurring nuisances that negatively affect neighborhoods. It can create ruts and increase erosion. Combined with other nuisances it causes an aesthetic deterioration of the neighborhood. General Ordinance #5166 states it is against City Ordinance to park a vehicle or trailer of any kind in the front yard of private property. The front yard is considered the area of land that faces a street in front of the house. If a house is on

fine. To report, call 911 if the vehicle or trailer is actually in the front yard. This will allow police to be dispatched. If the vehicle is not in the front yard at all times, but is a persistent problem, call Building Development Services at 864-1056, the Public Information Office at 864-1011 or file online at springfieldmo.gov/request

Notes:

Garage Sales

865-1617



Any person holding a garage sale in Springfield must file a permit according to City Code Sec. 90-61. Call 864-1617 or apply for a permit online at springfieldmo.gov/garagesale . Garage sales are limited to two sales in any 12- month period and can last no longer than 3 days each time.

Notes:

Inoperable or Abandoned Vehicles

864-1011 or 864-1810



A vehicle that does not have a valid license plate or is not in operating condition may be considered an inoperable vehicle. Inoperable vehicles must be stored in a garage or suitable enclosed building. If a violation is found to exist, the owner of the property will be notified and given a specific period of time to correct the problem. If the vehicle is still in violation at the end of the notice, the owner will be issued a summons to Municipal Court under Sec. 106-34 and 106-35 of the City Code. To report an abandoned or inoperable

vehicle on private property, contact the Health Department at 864-1011. To report an abandoned car on the street, contact the Police Department at 864-1810.

Notes:



With West Nile Virus, citizens are understandably concerned about mosquitoes. The Health Department is responsible for mosquito control on public property within the City of Springfield. Property owners need to control mosquito infestations on private property. If mosquito larvae are found, the area should immediately be treated with mosquito larvicide. Larvicide kills mosquitoes before they have the opportunity to reach

adulthood. One of the best ways to prevent West Nile Virus is to eliminate mosquito breeding grounds and their habitat. You may do this by emptying any container that allows water to pool, change water in birdbaths, fountains, potted plant trays, etc., at least once a week. Keep swimming pools treated and circulating and rain gutters

free of debris. There are many species of birds that have high attack rates of West Nile. If you find birds that have recently died with no apparent injuries, dispose of it in a safe fashion. Instructions for disposal are on our website at springfieldmo.gov/health/WNV.html#disposal

Notes:

Neighborhood Watch and Associations

874-2113



The City of Springfield believes that neighborhoods are the building blocks of our community. The Neighborhood Conservation Office works with the community to ensure strong neighborhoods. For more information on forming a Neighborhood Association, contact the Neighborhood Conservation Office at 864-1031.

One of the most important steps you can take to prevent or lessen crime in your neighborhood is to start a Neighborhood Watch program. Improving home security, locking your doors, and talking to kids about strangers are all ways to promote

safety. A Neighborhood Watch program is neighbors working with each other for a safer environment for all. If you are interested in starting a Neighborhood Watch, contact the Springfield Police Department Crime Prevention Division at 874-2113.

Notes:

NeighborWoods Tree Program

864-1136



The NeighborWoods Tree program was established to help neighborhoods plant trees. Trees can help beautify a neighborhood and improve property values. Grants are available to purchase trees. For more information, contact 864-1136.



Notes:



The City of Springfield is constantly working to preserve and protect the peace and quiet of its neighborhoods. As a result, a number of ordinances have been passed to cover noise limits and noise control. For these ordinances to work, citizens must work with the City as a partner to control the noise and noise pollution. The first step is to report a noise violation to the police at 864-1810. A noise violation could be continuous and frequent barking from dogs, loud or disturbing noise from a residence or vehicle, especially at

night, or loud and continuous noise from construction sites or commercial vehicles during certain hours of the day and night. There are exceptions that allow certain

noises under limited circumstances. Once the police take a report, it will be sent to the Prosecutor's Office. That office will evaluate and determine if a violation has occurred and could be successfully prosecuted. If the complaint is prosecuted, you may be required to testify at a trial.

Notes:

Recycling Information

864-1904



The City provides three recycling centers: 3020 S. Lone Pine Ave. and 731 N. Franklin Ave. accept paper, magazines and telephone books; the Yardwaste Recycling Center is located near the Southwest Wastewater Treatment Plant. The Household Chemical Collection Center, at 1126 W. Nichols St.,

accepts items such as batteries and paint. An appointment is needed; call 864-2000 to schedule an appointment. For more information or directions visit the Web site at springfieldmo.gov/recycling or call the Recycling Hotline at 864-1904.

Notes:

Service Request

864-1011

SERVICE REQUEST SUMMARY FORM

CASE NO: SVC2004-	Reporting Dept Public Information	Responsible Dept HLTH	Status REC	Date reported 10/11/2004	Date abated 00/00/0000	Parcel# 0
Req Type OTHER						
Service Information						
Site Address:		Occupant:		Owner:		Requestor:
						ANON SPRINGFIELD, MO
ADDRESS DESCRIPTION:						
ADDL PROPERTY INFO:						
SITUATION: Caller reports this . . .						
Zone Information						
Neighborhood Assoc (None)	Health Zone ?	Census Tract ?	Council Zone 1	Inspector ?		
Activity Information						
Action Description	user	user date	start date	due date	done date	Notes
Complaint Received	TM00	10/11/2004	10/11/2004			
Route - Health	TM00	10/11/2004	10/11/2004			
Caller Information						
Name	Address	Phone1	Phone2	Notes		
ANON	SPRINGFIELD MO					

If you have a question or concern that is not specifically listed, contact Citizen’s Service Assistance at 864-1011. This number may be called to report any problem. You may call between 8 a.m. and 5 p.m. or leave a message 24 hours a day. Citizens’ concerns and requests for service are recorded and directed to the proper

Notes:

department to address. This process was established to help the City better respond to the needs of citizens and neighborhoods. With the help of citizens, the City can work to keep neighborhoods clean and safe. These requests also can be reported through the City’s Web site at the following link for “Online Services” at springfieldmo.gov/request

Sidewalks

864-1965



Public Works Department will look at cracked, broken or missing sidewalks and determine repair and/or replacement needs. Funds are limited for sidewalks so they are assigned by priority. Grass and weeds

on sidewalks are the responsibility of the homeowner. Sidewalks cannot be blocked and must be kept open for traffic. To report a problem sidewalk, contact Public Works at 864-1965.

Notes:



To report potholes or a city street that needs repair, you may contact Public Works Street Maintenance at 864-1965.

To report problems with traffic signals on

a City maintained street, sight interference at an intersection, or a street sign that is damaged or missing, contact Public Works Traffic at 864-1980.

Notes:



Accumulation of trash and solid waste is prohibited in Sec. 74-381 and 74-382 of the City Code. If a violation is found to exist, the Health Department will notify the occupant or property owner and will assign a specific period of time in which to correct the

situation. Repeat offenders may be issued a court summons without additional notice. If you believe a violation exists, contact the Health Department at 864-1011.

Notes:



Public Works Operations will maintain trees that are on City property or on the City right-of-way. Around all overhead utility lines, Public Works Operations will trim trees only on City property or City right of way that interfere with electric lines. Concerns about trees on private property that interfere with electric, telephone or cable TV lines need to be addressed to the appropriate utility company. To report

a problem with a tree on City property, call 864-1136. Trees that are on private property are the responsibility of the property owner. If there is a dispute between property owners it is a civil matter, and the City does not get involved.

Notes:

Zoning

864-1056



Building Development Services looks at zoning violations. Examples of these include: More than three unrelated people living in a single housekeeping unit; illegal use of property such as a business in a residential area; or the storage or parking of a vehicle used for commercial purposes with a gross vehicle weight of more than 19,500 pounds or a single unit with more than one drive axle, which is prohibited in a residential district. To report a zoning violation, call 864-1056.

Notes:



Department of Public Information

P.O. Box 8368

840 N. Boonville

Springfield, MO 65802